

## TERMS OF REFERENCE

### Renewals Committee

The following programs and related duties are to be maintained by the Renewals Committee.

#### Renewal Campaign

By mid-January, the committee should be calling, emailing or writing to members who have not fully paid their dues to remind them of the January 31 deadline. Anyone who has not paid the full amount by this date becomes a delinquent member, which means they cannot hold any office, they must be signed into the lounge as a guest, their Legion magazine will be cancelled and any other privileges will cease. Per capita tax payments for January must be RECEIVED by Dominion Command by February 6, or the member's Legion magazine will be cancelled. By mid-February, the committee should be phoning any members not yet paid up to check and see if everything is all right.

#### Non-Renewal Mailers

All non-renewals should be contacted to see if they have a problem that can be overcome. Sometimes a little misunderstanding can be cleared up which would otherwise cost the branch a member.

Proper deceased notices (either Last Post Notice or change of status form online or via paper must be sent to Dominion Command. For more information on the proper use of deceased notices, check the *Membership Manual*.

#### Early Bird Campaign

This job should be much easier now that branches receive all their membership cards prior to the start of the Early Bird Campaign, which runs from September 1 to November 30. Notices should be sent out to all members encouraging them to be an Early Bird; emphasizing the fact their new sticker is waiting for them at the branch. Some incentives can be offered such as a monthly draw for prizes or cheaper dues, etc. Set a reasonable goal, compared to last year's percentage, of how many Early Birds your branch should be able to attain. Set up a membership table in the branch whenever possible to promote the campaign and collect dues.

Be sure to remit per capita taxes to Dominion Command at least once a month. Dominion Command must RECEIVE your final remittance of Early Birds by December 15 in order to qualify as Early Birds. See the *Membership Manual* for more Early Bird info.

#### Mandate

Statistics show the greatest loss of membership is attributed to non-renewals. Deaths account for only a small percentage of non-renewals. Although branches sign up many new members each year, there are more members who don't renew, causing the overall membership to drop. Sometimes these non-renewals were new members who were not encouraged to participate or perhaps did not see any activities that appealed to them, so they lost interest. Sometimes they are older members, even Veterans, who are not able to participate as much anymore or are institutionalized for their comfort. Offering services and paying attention to them can retain these members. The Renewal Committee should refer any problems or need of non-renewals to the appropriate Branch Committee Chair to encourage member's interest by offering the necessary activities or services and thereby keeping the member in the Legion family.

## **New Member Committee**

The first two steps for the New Member Committee is to make up a joint calendar with the Renewals Committee, and set goals to be achieved as the year progresses. The following guide will help the New Member Committee to plan their calendar and explain how to process a new member or affiliate through the system smoothly and as quickly as possible.

## **Membership/PR Campaign Booth**

Setting up a membership information booth in public places such as malls, fairs, etc. is a good way to start recruiting new members. When setting up a booth, it is recommended to have information on hand, along with membership applications. Membership applications and handout information can be ordered directly from the Dominion Command Store, free of charge.

If necessary, set up an appointment with potential applicants to come to the branch to further discuss and answer any questions pertaining to becoming a new Legion member. Ask the applicant to bring with them the necessary proof of eligibility/relationship information required.

## **Membership Dues and Per Capita Tax**

Per capita tax must be submitted online weekly during heavy renewal times, and at least once a month for manual submissions, for those branches who do not use the membership portal. Dues should be collected at the time of application and held until approved by a general meeting. The timely and accurate submission of this information is critical as delays cause issue with members.

## **Accepting New Members**

Application forms can be found on Dominion Commands website. New Member applications now include the initiation process on the application form. A general meeting has the right to vote non-acceptance of anyone applying for membership or a transfer. No one has an automatic right to membership. Pending their investigation, the Membership Committee should make a recommendation to the general meeting to accept. If any application for membership or a transfer is rejected, the recommended procedure is to thank the member for their interest; indicate that at the present time the application has not been approved and return the dues payment. If you give a specific reason for the rejection, you could be subject to a libel suit. If the Membership Committee is not prepared to recommend acceptance of an application, contact BC/Yukon Command for further specific advice. You want to avoid Human Rights challenges.

Any new membership applications submitted online must be reviewed and presented for approval within 30 days of the application processing.

## **Transfers**

The branch to which the member wishes to transfer to must initiate the transfer. Transfers require general meeting approval before submission to Dominion Command. Branches do not have to accept applications for transfer. Branches have the same rights of refusal as with new applications for membership. Secretaries, Membership Chair, etc., do not have the authority to authorize transfers. No forms should be submitted to Dominion Command until appropriate approval is given.

Transferring members must have paid the current or previous years' dues. If the previous year has not been paid, payment can be made at the old branch before transferring or at the new branch when transferring. If dues for the previous year are not made continuous years of service will be lost. Once notice of transfer is sent to Dominion Command a card in the name of the new branch will be issued if

you return the old card stapled to the transfer application. Otherwise a new membership card in the name of the new branch will be issued after the first submission of per capita tax from the new branch.

If you accept a transferee and per capita tax has to be paid by way of a member registration form, via paper or online submission, staple the transfer application and member registration form together. The date of general meeting approval of a transfer is the effective date of transfer.

### **Membership – Transfer While Under Suspension**

There is nothing to prohibit a member, pending a hearing, from transferring. Transfer will not interfere with the scheduled hearing according to the by-laws. No branch shall accept a membership or transfer application from any member currently under suspension or from any person who has been expelled.

### **Initiations**

#### **Voting Rights – New Members**

Applicants become members with all privileges and voting rights upon general meeting approval, initiation and payment of dues. If the membership was approved at a general meeting for example in November, but the dues are paid for the following year, then they do not become members or have any privileges until January 1.

Branches should carefully monitor their own situations to ensure those who vote or run, as candidates at general meetings, are legally members in good standing. They must be in possession of membership cards for the current year or at least the nominal roll must show they are paid up for the current year.

Affiliate non-**voting** members are allowed to attend branch meetings and participate in debates but cannot enter into the voting process, including motions.

When a general meeting approves an application, the Member Registration is entered online or the form is sent to Dominion Command with a covering branch transmittal form and the appropriate amount of per capita tax. Dominion Command produces a report available in the portal for each branch that shows membership activity in a month. Dominion Command will not refund per capita tax for members who pass away after paying their dues and before the start of the New Year. Branches must ensure that forms are fully completed. Problems and delays occur when branches do not provide indication as to Command code or branch number.

#### **Mentor Program**

A mentoring program is where someone with experience helps to teach new members by working with them for a certain period of time. Assigned mentors would work with new members on committees and projects, attend meetings with them, and keep them informed of what is going on and why. The mentor shows the ropes to new members, gently encouraging them to become productive members in a comfortable environment. The New Member Committee would be responsible for maintaining a list of volunteer mentors. Ideally, the mentors should be present at the Initiation Ceremony of their new charges. Mentor guidelines are available from the Command office upon request.

### **New Member and Affiliate Committee Mandate**

This committee has a variety of responsibilities. The committee is to ensure qualified new members are encouraged to join, are initiated and welcomed into the branch family with proper training. It is also necessary to ensure all record keeping and per capita taxes are processed accurately and on time.

The more committee members you have, the more spread out the workload will be. Committee members will work for you provided you don't overload them and you let them know they are an important part of the branch. Membership is the very foundation of every branch.

### **Applications for Voting Membership**

The branch must maintain a file on every member containing a complete history of the member's activity in the Legion. If a member transfers the file must be forwarded to the new branch. Dominion Command does not maintain individual member files and cannot provide historic information pertaining to a member's Legion activities. Applications are available through Dominion Command's Membership Department. The Membership Processing Guide issued by Dominion Command explains the processes involved in submitting per capita tax.

Do not overlook the significance of the information on the application. This is how you recruit volunteers. Know the personal background of your members so you know their strengths and skills. Get them active on committees as soon as possible.

For specific membership qualifications refer to the *General By-laws* and the *Membership Eligibility Guide*. You must ensure that the Certificate on the bottom of each application is properly signed. Signature certifies that satisfactory proof of service was submitted. The application must be proposed and seconded by voting members of the branch. The branch Membership Committee must check the documentary proof of qualifying service of all ex-servicemen.

### **Dual Membership**

No person except a member of a TVS or OSI branch can belong to more than one branch.

### **Years of Continuous Membership**

Correction on membership cards is made by submission of a Member Data Change Form to Dominion Command. The years of continuous membership are corrected and a new membership card is issued. Dominion Command records the number of years of continuous service a member may be recognized with by showing this number on membership cards and on the Branch Membership Registers. All categories of membership listed earn years of service for continuously supporting the Legion without interruption of payment of dues; however, this was not always the case. Some categories such as Fraternal Affiliates, Honorary and Meritorious Life members did not accumulate years of service. These members only began accumulating years of service when their category changed to one that did earn years of service. For information on years of continuous service please refer to Dominion Command's *Membership Manual*. Long service pins are ordered from the Dominion Command Supply Department.

### **Per Capita Tax Submission – Reduced Rates - New Members At 30 June and 31 August**

See *General By-laws* section 1203.

**Reinstatements - Payment of Arrears**

Description of Reinstatement is outlined in the *Membership Manual*.

**"Good Standing" Deadline Date**

A member not paid up by 31 January is not "in good standing" for any purpose. Such member is constitutionally prohibited from holding office and has no right to attend general meetings. Such member cannot be a voting delegate at zone meetings or enter the licensed premises of a Legion unless signed in by a member who is in good standing. Once the yearly membership dues have been paid, the member is considered to be "in good standing." A member may not hold office if dues are not paid by 31 December of the year prior to taking office.

**Centralization and Computerization Basic Outline**

Full details of procedures are set out in the *Membership Manual*.

**References:**

- General Bylaws
- Membership Manual